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CORRESPONDENCE MANAGEMENT

1. **GENERAL**

    This regulation establishes policies, standards and procedures for the management of Agency correspondence. It supplements Regulation [   ] and Handbook [   ] which state in broad terms the policies and methods of administering the Agency-wide Records Management Program. This Program encompasses the creation of records, their maintenance and use, and their disposition. Correspondence management is an aspect of records creation.

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2. **PURPOSE AND POLICIES**

    The goal of the Agency's Correspondence Management Program is to produce high quality essential correspondence promptly by the simplest and least expensive means. To that end Agency personnel shall:

    a. Answer or acknowledge correspondence within five working days from its receipt.

    b. Adhere to the approved procedures and format standards prescribed in the Agency Correspondence Handbook, [   ]

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    c. Strive for a streamlined effective writing style.

    d. Substitute costly written or dictated correspondence with less expensive alternatives whenever possible.

    e. Prevent the preparation of unnecessary copies.

3. **DEFINITIONS**

    a. Correspondence includes all memoranda, letters, and dispatches (excluding operational reports) sent or received by Agency personnel in the execution of their official duties.

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b. <u>Form letters</u> are printed or reproduced letters, usually stocked in advance, for mailing repetitive information to numerous destinations.

c. <u>Pattern letters</u> are sample letters used as models for correspondence prepared to appear as if individually dictated or drafted.

d. <u>Pattern paragraphs</u> are sample paragraphs used as models in typing other paragraphs of the same nature.

e. A <u>correspondex</u> is a visible index to form letters, pattern letters and pattern paragraphs.

4. PROGRAM SCOPE AND ESSENTIALS

a. A program for reducing correspondence costs and improving the quality of essential correspondence shall be established and maintained within each major Headquarters' component. Each component (area) program shall provide measures to:

    (1) Ensure that area personnel adhere to the approved procedures and format standards of the Agency Correspondence Handbook, ☐

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    (2) Develop form letters, pattern letters, and pattern paragraphs as substitutes for written or dictated correspondence.

    (3) Determine whether informal substitutes such as handwritten notes or telephone conversations can supplant certain forms of correspondence.

    (4) Eliminate the preparation of correspondence transmitting forms, reports, or publications that are self-explanatory, or recommend revisions to these documents so that transmittal correspondence is unnecessary.

    (5) Ensure that every copy prepared is essential.

    (6) Determine individual writing weaknesses and provide standards for their correction.

b. The minimum measures for conducting an area program are:

    (1) An initial component-wide correspondence survey incident to installing the program.

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    (2) A periodic component-wide correspondence survey at least annually thereafter.

5. RESPONSIBILITIES

    a. The Deputy Directors (Administration), (Intelligence), (Plans), the Director of Training, and the Assistant Directors for (Communications) and (Personnel) shall ensure that area programs are installed and continued within their components. In general an area program will be administered at each level where an Area Records Officer has been appointed. Programs for those elements not serviced by an Area Records Officer will be administered by a member of the Office of the Comptroller.

    b. Chiefs of components having area programs shall:

        (1) Determine whether program scope shall exceed that defined in this regulation.

        (2) Ensure that a program to meet the requirements of this regulation is installed and continued.

        (3) Provide program progress reports upon request.

    c. The Comptroller shall:

        (1) Plan, develop, and direct the broad aspects of a continuing Agency-wide Correspondence Management Program.

        (2) Formulate the general policies, procedures and standards for area correspondence management programs.

        (3) Collaborate with operating and staff officials in planning area programs to meet the specific needs of components, and provide guides and personal assistance for installing and continuing these programs.

        (4) Provide material and personal guidance for on-the-job training, or collaborate with the Director of Training on courses in the methods and techniques of correspondence management.

        (5) In cooperation with Area Records Officers and other operating personnel, conduct correspondence studies leading to the development and use of correspondence standards and techniques having Agency-wide application.

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(6) Formulate procedure and style standards for the preparation and handling of Agency correspondence and develop written guides for their Agency-wide use.

(7) Provide standards for improving the writing ability of Agency personnel.

(8) Evaluate area programs and recommend methods to increase their effectiveness.

(9) Apprise higher authority of over-all program progress and benefits.

d. Area Records Officers shall:

(1) Collaborate with Records Analysts of the Office of the Comptroller in installing and maintaining the program.

(2) Assume direct responsibility for the program's continuance upon its installation.

FOR THE DIRECTOR OF CENTRAL INTELLIGENCE:

L. K. WHITE
Acting Deputy Director
(Administration)

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